

**EMERGENCY ROADSIDE SERVICE PROGRAM
FOR SHELL CITI PLATINUM CARDHOLDERS
Terms and Conditions**

1. Shell Citi Platinum Cardholders whose cards are active and current can avail of the Emergency Roadside Service (“ERS”) program for one (1) intervention or 50kms tow distance (whichever comes first) per calendar year from **August 1, 2021 until July 31, 2022** (promo period). They can also avail of exclusive discounted membership rates and International Driver’s Permit (“IDP”) membership with the Automobile Association of the Philippines (“AAP”) during the promo period.
2. This offer is available for one-time use per Shell Citi Platinum Card account for each calendar year during the promo period. Either the Principal or Supplementary Shell Citi Platinum Cardholder can avail of the ERS for one intervention or 50kms tow distance (whichever comes first) per calendar year. The availment of the Supplementary Shell Citi Platinum Cardholder shall count as an availment under the account. Anything in excess of one availment shall be paid by the Cardholder and the cost should be settled directly with AAP.
3. The ERS Program offer:
 - a. One (1) FREE Intervention: minor on-site vehicle repair assistance in any of the following instances:
 - i. Change of flat tires;
 - ii. Boosting of discharged battery;
 - iii. Use of tools and equipment (i.e. wrenches and jacks); or
 - iv. Emergency fuel provision.

OR

- b. One (1) FREE 50kms towing service. Only available in the following areas: Metro Manila, Cebu City, Lipa City, San Fernando City, Davao City, and along the North Luzon Expressway (NLEX), Subic-Clark-Tarlac Expressway (SCTEX), Skyway and ground level expressway from Magallanes to Alabang, South Luzon Expressway from Alabang to Sto. Tomas, Batangas, Ninoy Aquino International Airport Expressway (NAIAEx) and STAR Tollway
4. To avail of the ERS offer, the Cardholder must call the AAP 24/7 Hotline (02-8723 0808). The Cardholder must be present and should be able to present his/her Shell Citi Platinum Card at the time of availment.
5. Only 4-wheeled vehicles used for personal purposes are qualified for ERS. Motorcycle, delivery vans, public light bus, taxis, bus, truck, heavy duty reconditioned vehicles and other vehicles for hire are excluded from this program.
6. AAP and Citibank, N.A. Philippine Branch (“Citibank”) are NOT responsible for the cost of the tires, battery or any other part that may need replacement at the time of the on-site vehicle repair assistance.
7. AAP and Citibank are NOT responsible for the cost of any additional administrative charges in subdivision, private used road, mall parking and toll fees along expressways and the like. This cost will be charged to the Cardholder in addition to any other costs that are outside of the program.
8. AAP and Citibank do not have any control and shall not be responsible when there is an intervention of MMDA towing in EDSA. AAP and Citibank shall abide by MMDA’s guidelines and procedures in towing vehicles.

9. Cardholders can also avail of the following exclusive discounted membership rates, by applying for membership online at this link http://bit.ly/AAP_MembershipForm for the AAP Membership and at this link http://bit.ly/AAP_PIDPForm for the IDP Membership.

AAP Membership Category	Original Rate	Enrolled Car(s)	Exclusive Rate for Shell Citi Platinum Cardholders	Included Benefits Per Year
1-Yr Regular Membership	2,464.00	2	1,971.20	Emergency Roadside Service of 4 Interventions or 100-kilometer tow distance, whichever comes first.
3-Yrs Regular Membership	5,824.00	2	4,659.20	Emergency Roadside Service of 4 Interventions or 100-kilometer tow distance, whichever comes first.
1-Yr Membership Lite	896.00	1	717.00	2 non towing interventions per year (flat tire service, battery boosting, fuel provision, minor mechanical repair)

International Driving Permit (IDP) Membership Category	Rate	Exclusive Rate for Shell Citi Platinum Card
1-Yr IDP	P3,920.00	P3,528.00
2-Yrs IDP	P7,840.00	P7,056.00
3-Yrs IDP	P8,960.00	P8,064.00

10. The Shell Citi Platinum Cardholder agrees to indemnify and hold harmless Citibank, its employees and agents against all actions, claims and demands (including the cost of defending or settling any action, claim or demand) and all losses (whether direct, consequential or special losses), liabilities, damages, costs and expenses which any of them may incur or suffer arising out of or otherwise in connection with the ERS Program, or the services provided by AAP, its personnel, its agents, employees or any sub-contractor.

Per DTI-FTEB Permit No. FTEB-124470 Series of 2021

For any concerns, you may call us at (632) 8995-9999 or send us a message through www.citibank.com.ph. Citibank, N.A. Philippine Branch is regulated by Bangko Sentral ng Pilipinas with contact details at <https://www.bsp.gov.ph>.

MMDA Towing and Impounding FAQs

(Updated April 11, 2019)

1. What are the different kinds of tow trucks recognized by MMDA?

There are 2 kinds of tow trucks in MMDA:

- a) MMDA Road Emergency Group tow trucks – these are only allowed to tow stalled vehicles involved in accidents. The services of these trucks are free of charge.
- b) MMDA-accredited tow trucks. To check the list of MMDA accredited towing companies, please refer to this link: <http://www.mmda.gov.ph/images/Home/Transport-and-Traffic-Management/MMDA-Accredited-Tow-Trucks-from-July-to-Sept-as-of-Sept.-2-2019.pdf>

2. Under which situations can MMDA trucks tow vehicles?

Tow trucks can only tow the following vehicles ---

- a) stalled vehicles;
- b) illegally parked vehicles; and
- c) vehicles involved in accidents.

3. Where does MMDA bring the towed vehicles?

- Tumana, Marikina City
- HK Plaza Impounding

4. How does MMDA define stalled vehicles and illegally parked vehicles?

A stalled vehicle is a vehicle, which, for any cause (engine trouble, empty fuel tank, flat tire, among others) is unable to proceed under its own motive power on a public road, street or thoroughfare in Metro Manila.

An illegally-parked vehicle refers to one which is parked in areas prohibited by existing law or ordinance for parking purposes or those designated by the MMDA and/or the local government units (LGUs) as NO PARKING areas or zones. The following are two (2) types of illegally-parked vehicles:

“Attended illegally parked vehicle” is an illegally parked vehicle whose driver is present or would appear at any time prior to the actual clamping to the tow truck and who is willing and able to move out the illegally parked vehicle without delay.

“Unattended illegally parked vehicle” is an illegally parked vehicle which does not fall under the definition of attended illegally parked vehicle.

5. Which areas are prohibited for parking?

1. All national roads in Metro Manila.
2. Primary and secondary roads of cities and municipalities in Metro Manila that are:
 - a. Within six (6) meters of any intersection or curved lane;
 - b. Within four (4) meters of driveways or entrances to any fire station, hospital, clinic and other similar establishment; 4
 - c. Within four (4) meters of fire hydrants;
 - d. On the roadside of any legally parked vehicle;
 - e. On pedestrian crosswalks;
 - f. In front of any authorized driveway;
 - g. On the sidewalks, paths and alleys not intended for parking;
 - h. At the foot or near bridges;
 - i. At any place where official signs have been erected prohibiting parking and/or declared NO PARKING ZONE by the MMDA such as the Mabuhay Lanes. See attached link for reference:<http://www.mmda.gov.ph/images/pdf/Home/17-mabuhay-lanes.pdf>;
 - j. Other areas duly declared as “NO PARKING ZONE” provided by law or ordinances.

6. What’s the towing process for illegally parked vehicles?

If attended by a driver, illegally parked vehicles will NOT be towed but a ticket shall be issued by a traffic enforcer (or deputized HPG).

If the vehicle is unattended, the tow truck driver shall blow the truck’s horn five (5) times to alert the owner, then another five (5) times after one minute. If the driver does not respond up by then, the vehicle shall be towed and issued a ticket at the impounding area.

7. What should I do if my vehicle is stalled due to a flat tire?

Flat-tired vehicles must be moved to the emergency lane on its own, otherwise it will be towed. In either case, an OVR will be issued. Changing of flat tires on the roadway is not allowed.

8. What if my vehicle is stalled due to an empty fuel tank?
Stalled or illegally parked vehicles as a result of empty fuel tank may be towed to the nearest gasoline station. However, a towing fee will be paid to the tow truck in accordance with the number of kilometers from the point of origin to the gasoline station. A OVR shall also be issued to the driver.
9. What if my vehicle is stalled due to engine trouble?
Stalled or illegally parked vehicles as a result of engine trouble shall be towed if it cannot move on its own or if the driver refuses to move it. A TVR shall likewise be issued to the driver.
10. What is the process of towing an unattended vehicle?
If the vehicle is unattended, the tow truck driver shall blow the truck's horn five (5) times to alert the owner, then another five (5) times after one minute. If the owner does not respond, the vehicle will be towed. A notice shall be left/entrusted to any traffic officer on duty at the site, or to any responsible person who can give the notice to the owner. The impounding area where the said vehicle shall be towed and impounded should likewise be indicated.
11. Are the towing crew allowed to board an attended vehicle?
This is NOT allowed. If this happens when the driver is present, this must be taken note of and reported as a violation to the MMDA (136).
12. How much is the violation and towing fee?
Any driver who shall illegally park his motor vehicle on any public road, street or thoroughfare in Metro Manila shall pay a fine of:
 - Attended illegally Parked Vehicle P 1,000.00
 - Unattended illegally Parked Vehicle P 2,000.00
 - Obstruction P 1,000.00In addition, a standard towing fee shall be collected by both government and private entities subject to the following rates:
Light vehicles (weighing less than 4,500 kgs) – P 1500 for the first 4 km plus P 200.00 for each succeeding kilometer up to the impounding area
Medium vehicles (weighing between 4501 kg and 7500 kg) – P 2500 for the first 4 km + P 200.00 for every succeeding km up to the impounding area
Heavy vehicles (weighing 7501 kg and above) P 4500 for the first 4 km + P 200.00 for every succeeding km up to the impounding area
In all cases, P 200.00 shall be charged per kilometer on top of the base fee measured from place of towing to the impounding area.
13. Who will be responsible for any damage/s obtained by the vehicle during the towing?
Take note that before the actual towing, the tow truck crew shall issue a Technical Inspection Report indicating the name of the owner, vehicle's plate number, type and color, including the accessories thereof, and a description of the vehicle's condition. The towing company/agency shall be held responsible for losses/damages incurred while towing the vehicle.
14. How do I know if my towing service is accredited by MMDA?
MMDA and those accredited towing services adhere to a strict protocol as mentioned in the procedures above. Motorists must make sure that the tow truck crew are wearing the prescribed uniforms and clearly display their ID cards. If unsure, they may call 136 or check <http://www.mmda.gov.ph/images/Home/Transport-and-Traffic-Management/MMDA-Accredited-Tow-Trucks-from-July-to-Sept-as-of-Sept.-2-2019.pdf> for the list of accredited towing services.

MMDA is rigorous and thorough in its screening and accreditation of towing companies to ensure that motorists are properly responded to. For any complaints, motorists can report to the MMDA Facebook or Twitter page. For urgent matters, kindly call hotline 136.

Source: <https://www.mmda.gov.ph/20-faq/2085-towing-and-impounding-faq.html>